



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**New Access Communications, LLC**  
**for quarter ending September 30, 2005**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.00	5.00	4.00	4.67
B. Operator Answer Time - Information [730.510(a)(1)]	5.00	5.00	4.00	4.67
C. Repair Office Answer Time [730.510(b)(1)]	57.00	60.50 *	53.50	57.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	57.00	60.50 *	53.50	57.00
E. Percent of Service Installations [730.540(a)]	0.00% *	0.00% *	0.00% *	0.00% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	0.11% *	0.24% *	0.25% *	0.20% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.00	0.00	0.00	0.00
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

As of July 1st, 2005 New Access Communications LLC combined all of its queues into one queue. Therefore, causing an increase for answer times for all of it's customer service calls for every state. Note: All call answered are in seconds.



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